GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:4005
ANSWERED ON:21.04.2008
POOR MOBILE SERVICE OF BSNL/MTNL
Bhagora Shri Mahavir

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Goverment is receiving complaints regarding poor mobile services being provided by Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL);

(b) if so, the details thereof alongwith the steps taken/being taken by the Government in this regard;

(c) whether a large number of connections were got disconnected due to poor service of BSNL and MTNL during the last three years;

(d) if so, the details of the fixed line, WLL and GSM connections got disconnected during the last three years, State-wise; and

(e) the reasons for getting these connections disconnected?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI JYOTIRADITYA M. SCINDIA)

(a) to (b) Sir,Government has been receiving complaints against the Service Providers including MTNL and BSNL regarding poor mobile services. These complaints are forwarded to the concerned Service Providers for redressal. However, GSM based Cellular Mobile Service of BSNL and MTNL are working satisfactorily and are, in general, meeting the Quality of Service (QoS) parameters prescribed by TRAI. However, congestion has been observed in the mobile network sometimes at some places for which action has already been initiated by BSNL and MTNL for augmenting their mobile network capacity. The augmentation will also enhance coverage and QoS.

Also BSNL and MTNL are monitoring and optimizing their network continuously for better performance.

(c) to (e) No, Sir.Both fixed line as well GSM based cellular mobile service of BSNL and MTNL are comparable to the service being provided by private operators.In the present competitive scenario of telecom in India, reasons for disconnection of fixed line/ mobile connections of BSNL could, inter-alia, include

(i) Tariff offered by competitors

(ii) Dissatisfaction of the subscriber from the service provided

(iii) Surrender of fixed line in lieu of mobile connection

(iv) Disconnection by BSNL due to non-payment of bills

(v) Surrender of fixed line connection taken for internet due to availability of broadband service.

Despite disconnections in GSM based mobile connections, there has been an impressive increase in total number of GSM based mobile connections of BSNL and MTNL.